ManageEngine
ServiceDesk Plus

15 HACKS FOR BETTER IT ASSET MANAGEMENT

A COLLECTION OF PROVEN SERVICEDESK PLUS BEST PRACTICES

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01

IT AND NON-IT ASSETS, COMPONENTS, AND CONSUMABLES:
## HOW TO CLASSIFY YOUR ASSETS CORRECTLY.

A manufacturing company's portfolio of assets is diverse, and the asset manager is having a tough time classifying the assets correctly. The lack of visibility affects IT cost reporting and optimization.

Here's a table that gives you an idea of IT and non-IT asset components and consumables.

IT Asset	Non-IT Asset	Component	Consumable
Any IP-based asset that can be pinged and scanned.	Assets that do not have a specific IP address and cannot be scanned.	A part of the asset that does not stand alone, but functions together with an IT	A part of the asset that is essential for the proper functioning of an IT asset.
Examples: Workstations, switches, printers, routers, and access.	Examples: Projectors, scanners, telephones, and tables.	Examples: External monitors, keyboards, and mouses.	Examples: Papers and toners for printers and ethernet cables.

In two easy steps, you can create asset types and classify your products.

1. Go to **admin,** and then **product type** (under the **asset management** section).
2. Click **add new product type** and choose the respective type and category of the asset.
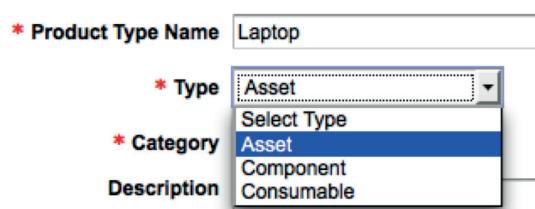
2. To add an asset into the application:

a. Go to **admin,** and then **product** (under the **asset management** section).
b. Click add **new product** and choose the respective product type.
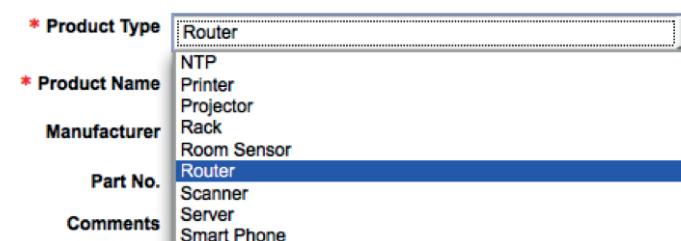
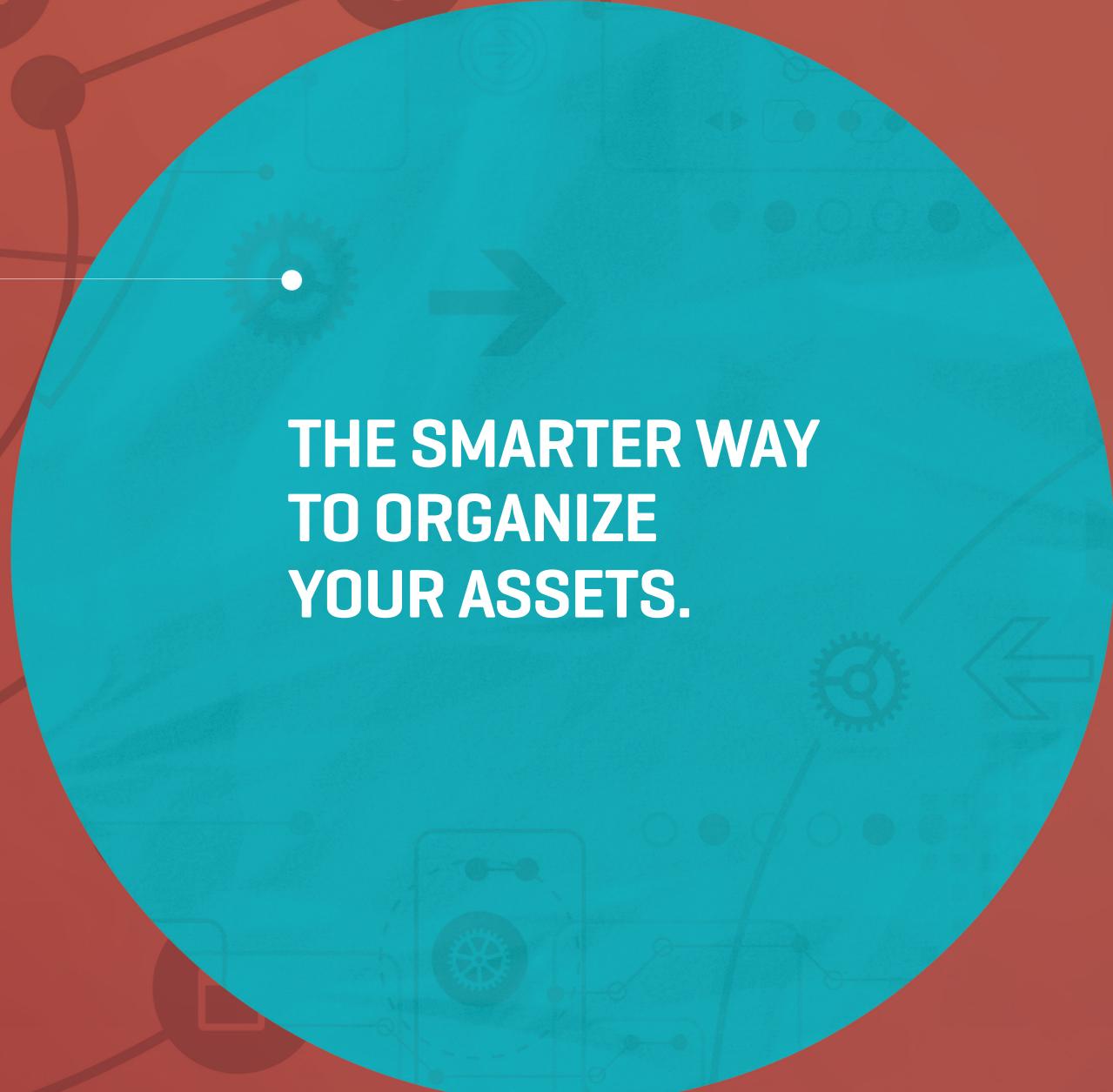You can generate different reports on assets while selecting the product type. Examples are assets information by product type, total cost of the assets by product type, and more.

02

THE SMARTER WAY
TO ORGANIZE
YOUR ASSETS.

An IT management team is working on an asset upgrade project where Windows XP workstations are upgraded to Windows 7. The team wants to track machines that need an upgrade within a specific IP range. But, the company's extensive IT network and lack of organization make this a daunting task.

If you're looking to quickly group and pull up particular information (in this case, workstations that run on Windows XP), ServiceDesk Plus can help you with the asset group functionality.

Asset groups allow the asset manager to group based on properties, because asset groups present fine-grained asset visibility. Asset groups in ServiceDesk Plus can be categorized into two types: static and dynamic.

Static asset group:

Static groups help the asset manager categorize assets and components based on their asset state, such as all assets in the "In Use" state, all components in the "Disposed" state, and more.

To create a new static asset group and add assets:
1. Go to **assets,** and then **new group.**
2. Provide the required information and choose the type as "static."
3. Use filters to pick the required assets from the list and click **add.**

Dynamic asset group:

Dynamic asset groups help the asset manager categorize assets using the desired criteria. A good example of this is workstations that operate on Windows XP.

To create a new dynamic group:
1. Go to **assets, and then new group.**
2. Provide the required information and define the required criteria.
3. **Save** the settings.
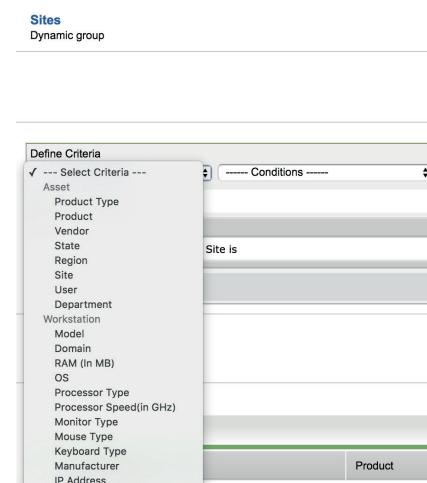
03

THREE WAYS
TO PERIODICALLY
PULL ASSET
INFORMATION INTO
SERVICEDESK PLUS.

IT managers who handle a large network infrastructure with a wide variety of assets often find it difficult to discover and maintain asset information, especially on spreadsheets. This discourages IT managers from maintaining an up-to-date and audit-ready inventory database.

Here's how you can use ServiceDesk Plus to pull in asset information from your IT infrastructure:

- Use a Windows domain scan to scan all Windows workstations and servers that are part of your Windows domain or work group.

  - To configure the Windows domain scan, go to **admin,** and then **windows domain scan** (in the **discovery** section).
  - Click **add new domain** and provide the domain controller credentials.
  - Click **save and scan.**

- Use a network scan for all the workstations and IP devices that belong to a network range. It scans non-Windows workstations including Mac, Linux, Solaris, and Windows workgroups that do not belong to any domain controller, as well as IP devices such as printers, routers, switches, and more.

  - To configure network scan, go to **admin,** and then **network scan** (in the **discovery** section).
  - Click add new network and provide the IP range and credentials
  - Click save and scan now.

Note: The credentials used to scan various types of IP devices during a network scan can be configured under **admin,** and then **credentials library** (in the **discovery** section).

- Use the distributed asset scan to pull the information of workstations that are distributed across physical locations. A remote AssetExplorer (AE) server installed in remote networks collects information periodically from the workstations and sends it to the central ServiceDesk Plus server.

  - To configure a distributed asset scan, go to admin, and then distributed asset scan (in the discovery section).
  - Locate the .ZIP file that contains the information of remote assets and choose the site of the assets.
 - Click import.

To track unaudited workstations and causes of scan failures:

1. Go to assets and choose troubleshoot from workstation/server failed during last scan (in the scan summary section).
2. Track unaudited workstations from the list, find the actual cause of scan failures, and take necessary actions including instantly scanning, changing the credentials for the workstation, or deleting the asset.

To enable periodic asset discovery process:

1. Go to **admin**, and then **audit settings** (under the **discovery** section).
2. Choose **enable scheduled scan** and configure as desired.
3. **Save** the settings.
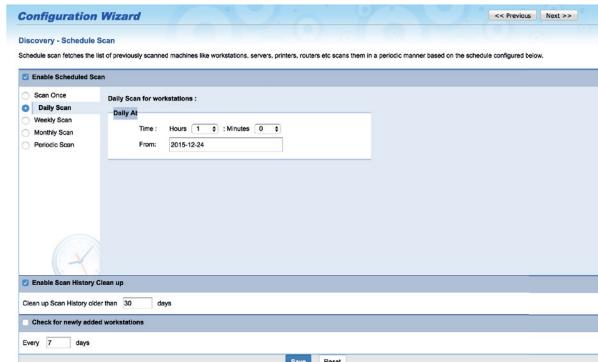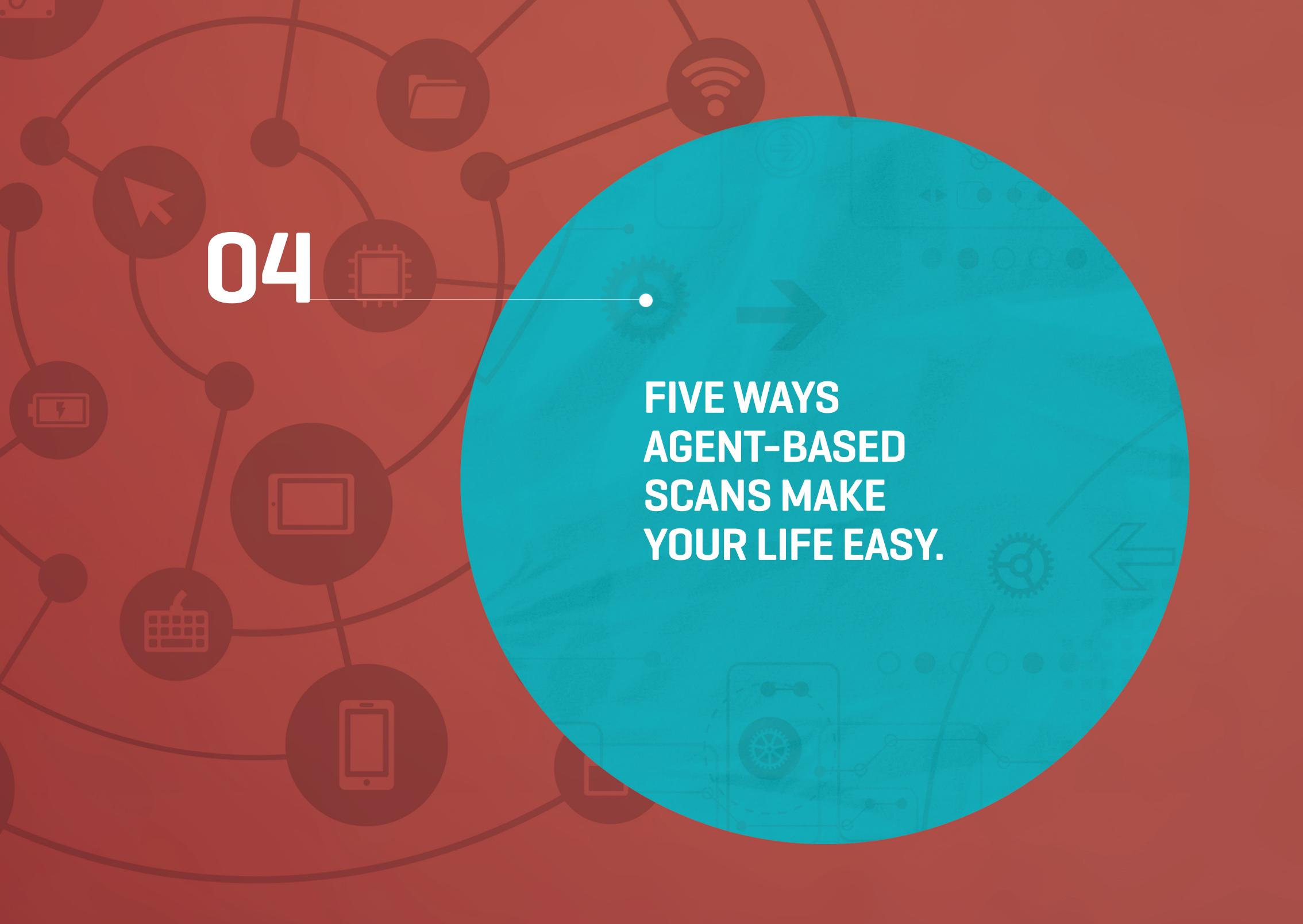
04

FIVE WAYS AGENT-BASED SCANS MAKE YOUR LIFE EASY.

IT asset managers often have to choose between agent-based and agentless discovery of IT assets. The agent-based mode of discovery installs a lightweight .EXE file in the target workstation and scans and transfers the asset information to the central server. On the other hand, the agentless mode of discovery uses the built-in Windows Management Instrumentation (WMI) in the workstations to scan and inventory the target workstation.

You can use both options in ServiceDesk Plus, but we recommend an agent-based asset discovery process for the following reasons:

Agents use a single port (9000) for the asset discovery process, whereas agentless asset discovery requires multiple ports. Multiple ports, however, can easily be exploited by hackers and malware applications and hence, agents are highly recommended for organizations with high security policies.

- Agents help reach out to the workstations of users who travel a lot and scan their systems during startup. To enable this, go to **admin,** and then **windows agent configuration** (under the **discovery** section), and then **configure.**
- Agents facilitate easy deployment through Active Directory's group policy, mitigate the risk of scan failures, and eliminate the dependancy on the Distributed Common Object Model (DCOM) and Remote Procedure Call (RPC).
- Agents scan workstations during startup, periodically collect hourly information, and send the differential data to the central server during a scheduled scan. (Differential data is the information collected during the initial scan minus the changes made in the workstation after the initial scan).
- Agents use low bandwidth to transfer the data to the central server, making the information transfer process quick and secure.

To get started with agent-based discovery:

- Upgrade and use the latest version of agents in all the workstations in your network.
  - To check the current version of the agent, go to **assets,** and then **agents installed.**
  - To upgrade the agents in the target workstations, go to **assets,** and then **older agent versions,** choose the **workstations,** and then **actions,** and then **upgrade.**
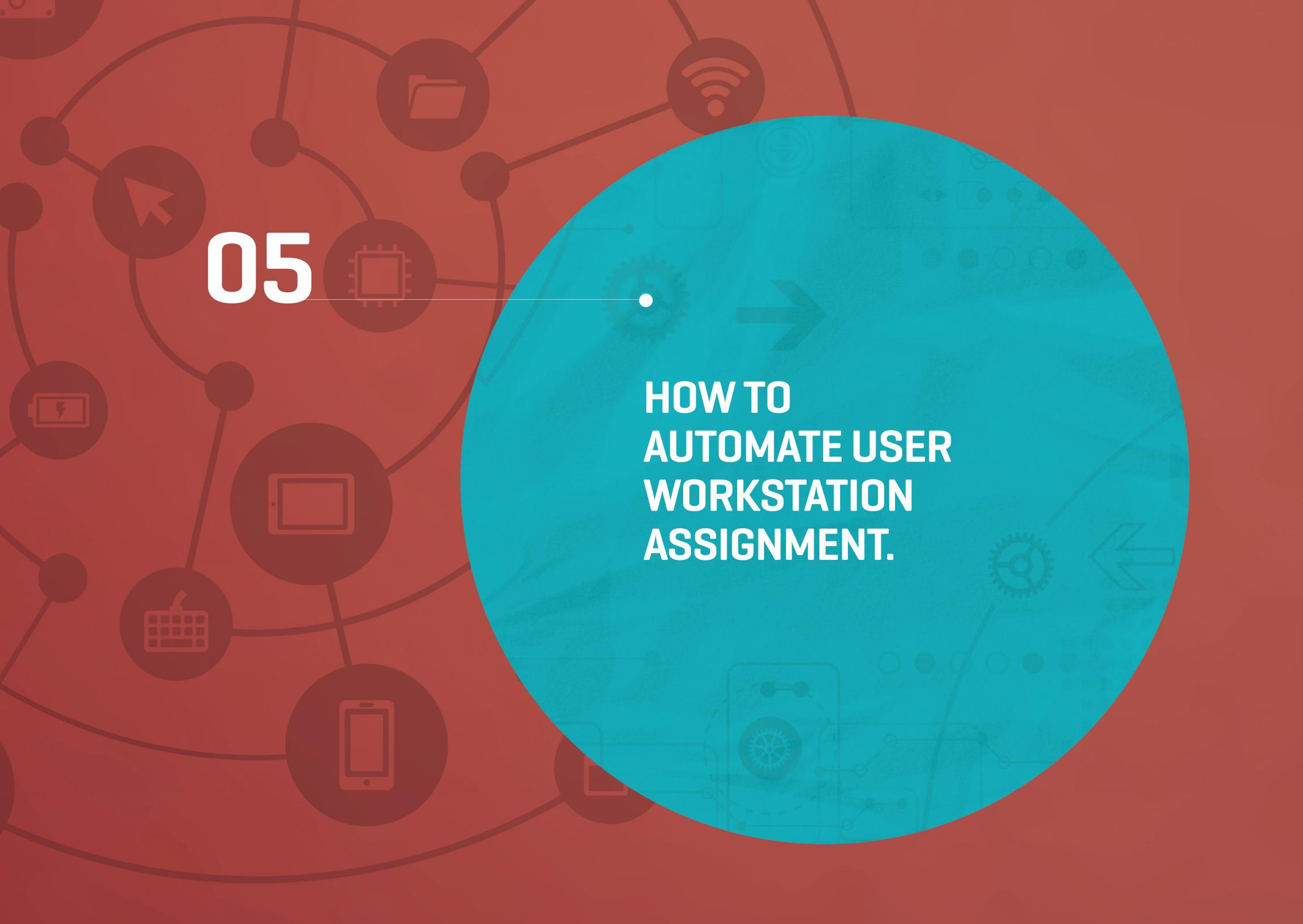
05

HOW TO AUTOMATE USER WORKSTATION ASSIGNMENT.

Let's say you are a rapidly growing company, adding several new employees every week. If you are the asset manager, manually tracking unassigned assets and allocating workstations to new employees each time, you're certainly not at your most productive!

ServiceDesk Plus can help you assign workstations to users with the auto-assign functionality.

To assign owners to unassigned workstations in bulk:

1. Go to **assets** and choose **auto assign** (from **asset state,** and then the **unassigned workstation**
2. Choose and **assign owners** from the list of successfully scanned windows workstations.

Note: ServiceDesk Plus suggests the last logged on user as the owner of an asset. You can edit and assign an owner for the asset as required. You can enable the **retain user's site as asset site** option during the assignment process and periodically check for accuracy of the asset and associated owner's site.

06

HOW TO IMPORT SOFTWARE LICENSE INFORMATION INTO SERVICEDESK PLUS.

Are you that software license manager who tracks software license purchases on a spreadsheet? With information stored in a spreadsheet on a laptop (that could crash unexpectedly), do you really think you're ready for an audit? Take the first step towards effective software license management by getting your software licenses into ServiceDesk Plus. You can import software licenses into ServiceDesk Plus quickly and easily through the CSV import.

To import licenses into ServiceDesk Plus:

1. Go to **assets** and choose **software licenses** (from **software** section on the left pane).
2. Click **import from .CSV** and locate the .CSV file.
3. Submit the .CSV file and map the corresponding values.

Before initiating the import, check for:

- Duplicate records, as they may result in overwriting information.
- Blank spaces in the software license column of your spreadsheet to prevent redundant records.

Here are five things you need to remember while creating the CSV file for import:

- Scan a test server and note the exact name and site of the software applications that are used in your network.
- Refer to the system registry to fetch the actual names of the software, though license names vary across vendors.
- Add a column in the .CSV file for information about the manufacturer, software type, and vendor.
- Record information about the license type, name, and key. Note that the license key should be unique for each piece of software.
- Add information about the license acquisition date, expiration, and cost of software.
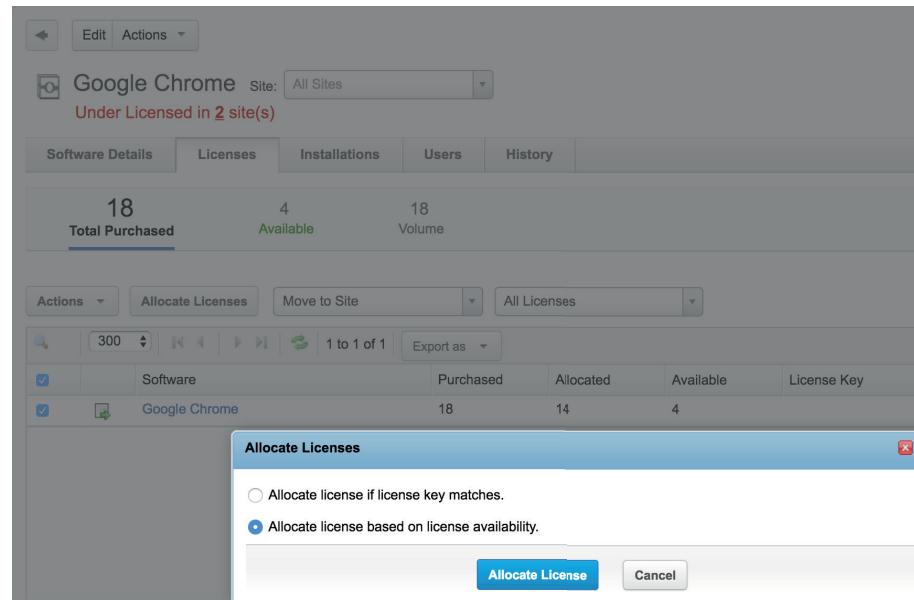
07

HOW TO FREE UP AND REUSE SOFTWARE LICENSES WHEN THE ALLOCATED WORKSTATIONS RETIRE.

A company plans to replace obsolete desktops with new ones. However, they face delays in implementing the hardware refresh immediately because the licenses of the software applications installed on the desktops have six months to expire. If the company has to push ahead with the project, they may need to purchase new licenses (if existing software licenses cannot be transferred).

ServiceDesk Plus can help you effectively reallocate software licenses and avoid needless expenditure. Here's how:

1. Change the respective asset's state to either expired or disposed to automatically free up software licenses (volume and individual) that are in use. To change the asset state, go to **assets, all assets in use,** choose the **respective asset,** and then **change the asset state.**

Note: Expired or disposed assets will not be considered for the automatic asset discovery process and their node license (asset license) is freed up. Also, ServiceDesk Plus automatically adds them to the available licenses.

2. To allocate the freed software license to a newly added workstation, go to **assets, scanned software,** choose the corresponding software, go to **licenses, click on allocate license icon,** choose the workstation, and then **allocate license.**

08

TWO SIMPLE STEPS FOR EFFECTIVE SUITE LICENSE MANAGEMENT IN SERVICEDESK PLUS.

License management teams can have a hard time planning license purchases for multiple components of a software suite like Microsoft Office and Adobe, especially when users don't need all software components for their work. Unavailability management of suite licenses forces the teams to follow convoluted procedures during software audits, which can lead to unnecessary purchasing of suite components.

Here are two steps to manage software licenses of suite products with ServiceDesk Plus:

- Assign the software type as managed for all the required software products to be included in the suite.
  - To change the software type, go to **assets, scanned software,** choose the respective software application, **edit, and then** assign the type as managed.

- Create a software suite in the application.
  - Go to **assets, scanned software, new, software suite,** and then provide the mandatory information including name, manufacturer, and category. Then, choose the respective components of the suite in the **suite component software section,** enter the number of components to be considered for a suite license in the **identify suite installation** section, and then **add.** For example, add Microsoft Professional 2013 as a software suite and add MS Word, Excel, Outlook, and Powerpoint as components of MS Professional 2013.

Note: It is best to enter **1** in the **identify suite installation field,** so the usage of suite components can be accurately tracked.
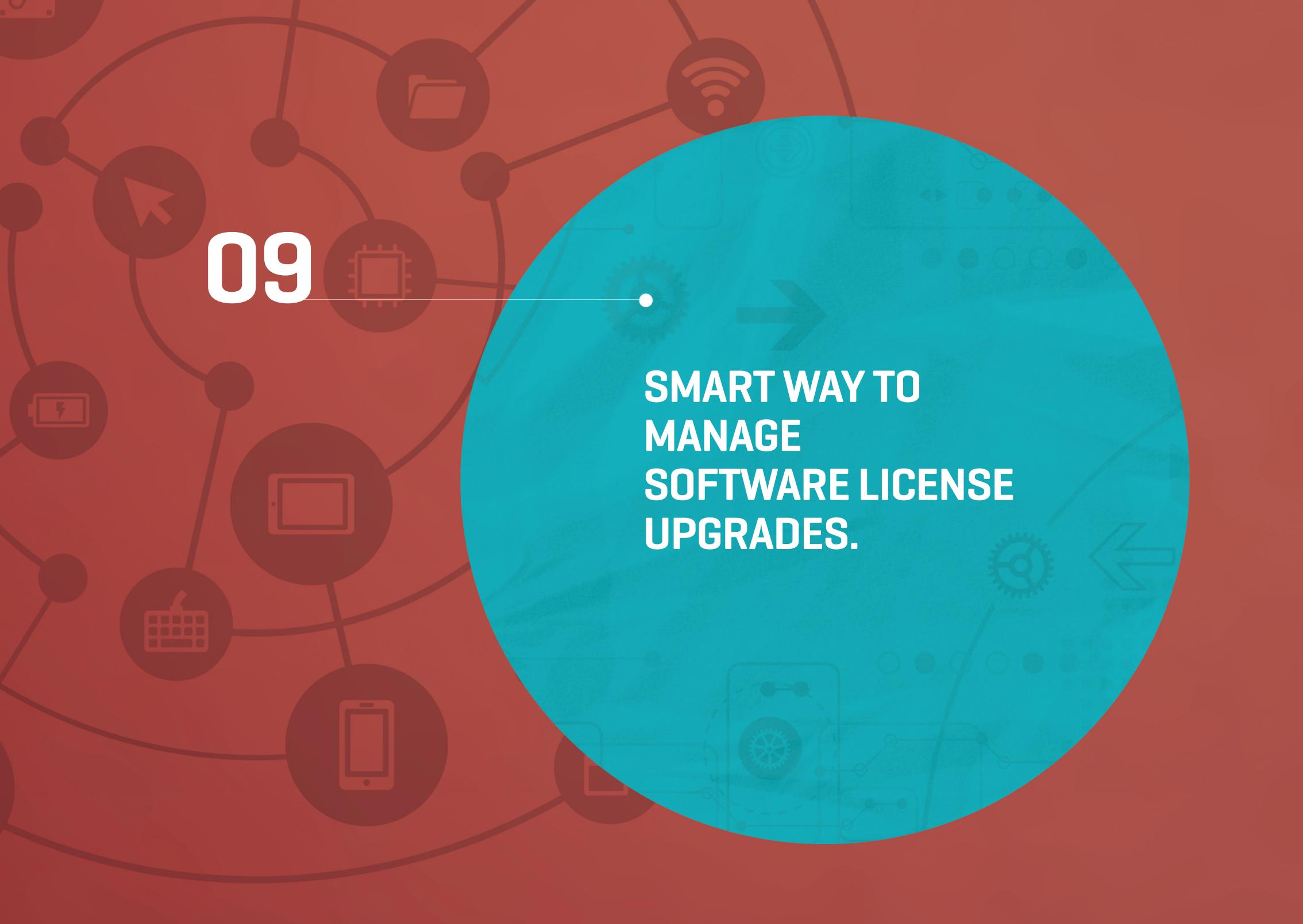
09

SMART WAY TO MANAGE SOFTWARE LICENSE UPGRADES.

When IT managers upgrade software, they often face challenges reclaiming current active software licenses for the upgraded versions. This results in the needless procurement of new software licenses and additional costs.

ServiceDesk Plus enables you to reuse active software licenses in the case of an software application upgrade. Let's consider an upgrade of the Windows 7 operating system to Windows 8.

- Go to **assets,** and then **scanned software** (in the left pane).
- Choose the **upgraded software application** (in this case, Window 8, which will be under compliant at this point).
- Click **actions, add software license, and then upgrade license.**
- Provide the required information and choose the older version in the **upgrade from** field (choose Windows 7 in this case).
- **Save** the settings.

10

HOW TO TRANSFER INDIVIDUAL SOFTWARE LICENSES ACROSS SITES.

IT teams supporting multiple offices across different locations often need to move software licenses to optimize their use, especially when users move across sites. Reusing site-based software licenses helps organizations avoid unnecessary license purchases.

An asset's site automatically changes when the corresponding user's site changes. Therefore, the site-based individual software license is automatically deallocated and shown as an available license for the site.

To transfer this individual software license to the respective asset:

1. Go to **assets** and then **scanned software** (in the left pane).
2. Choose the software application from the list of managed software applications that were associated to the transferred asset.
3. Go to **license** and choose the available license from the list view, click **move site,** and choose the corresponding site.
4. Allocate the license to the respective workstation.

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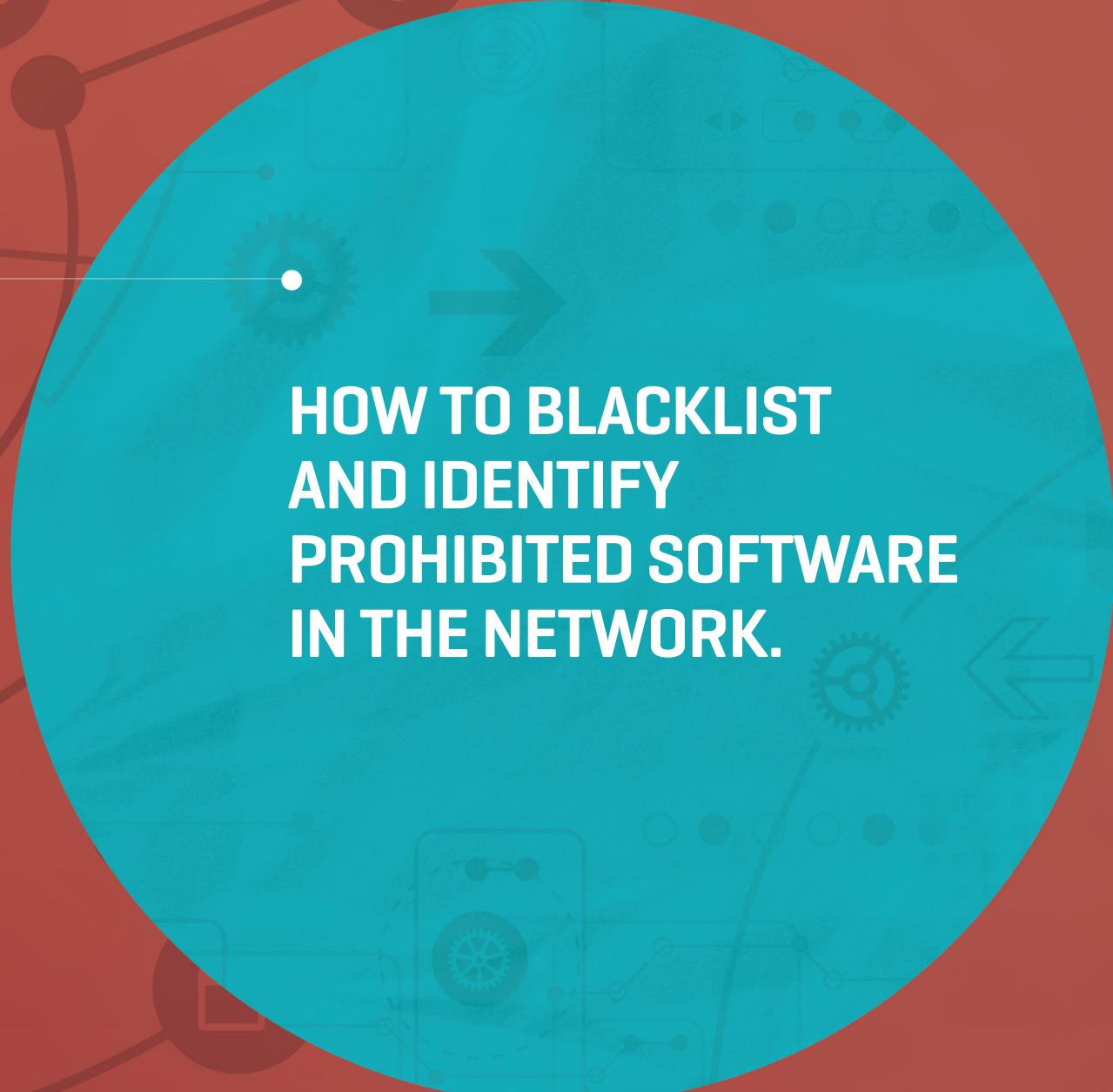
HOW TO BLACKLIST AND IDENTIFY PROHIBITED SOFTWARE IN THE NETWORK.

An employee in a financial institution has installed a few blacklisted gaming and social networking applications on his work laptop. He's unaware of the security flaws in one of the applications that hacking experts and malicious programs can exploit. To track and plug these potential security loopholes, you need a way to trace restricted software in your IT environment and take corrective action.

You can detect prohibited software in three simple steps with ServiceDesk Plus:

- Scan the workstations in your network and prepare a blacklist of prohibited software applications installed.
- Mark blacklisted software applications as prohibited software in ServiceDesk Plus. To do that:
  - Go to **assets,** and choose **scanned software** from the software section on the left pane.
  - Click and edit the particular software application.
  - Assign the software type as prohibited.

Schedule periodic scans of your network and notify the service desk when a scan detects unauthorized software. To do that:

Go to **admin,** choose **notification rules** under the **purchase/contract management section,** and enable the options displayed below.
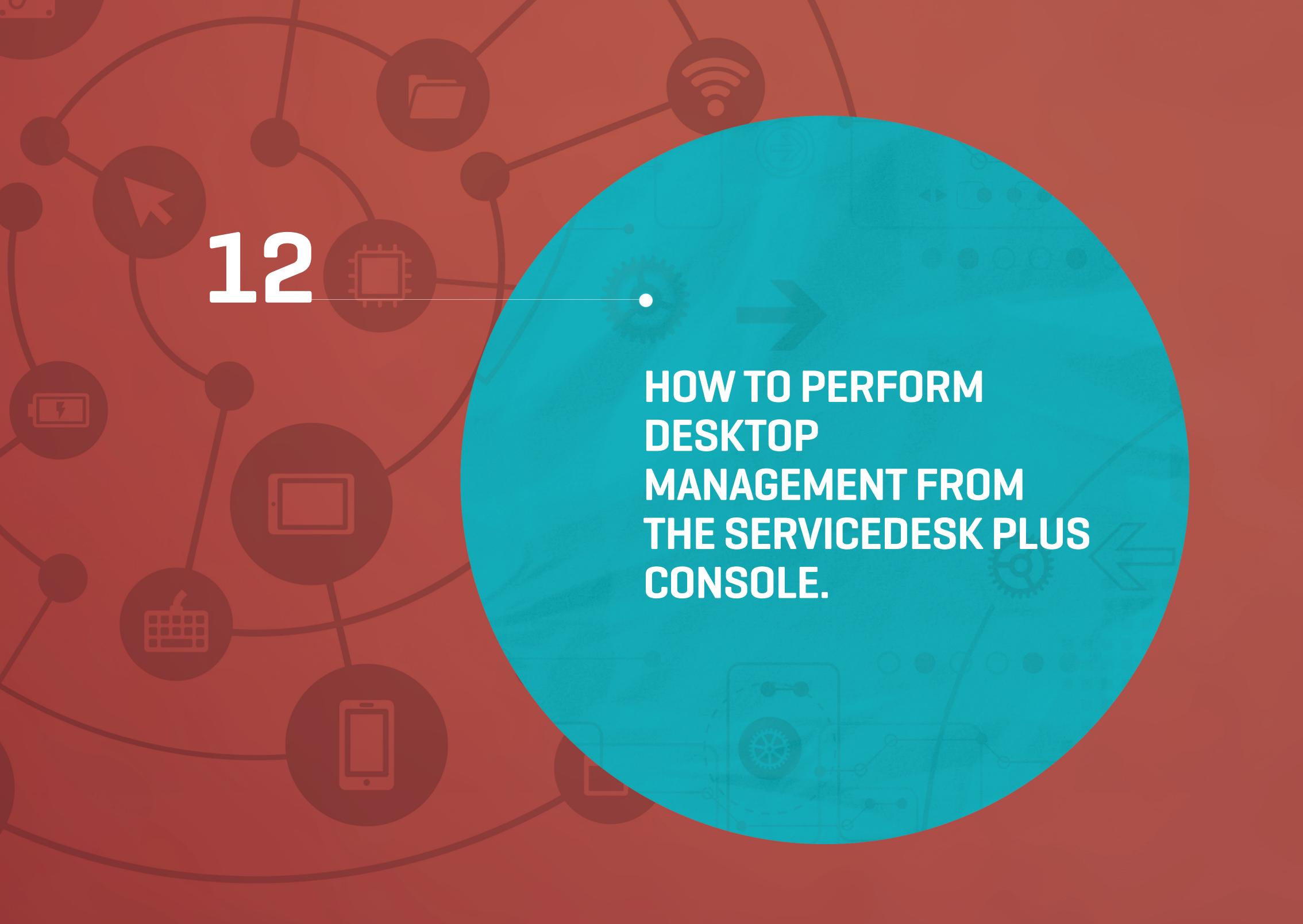
12

HOW TO PERFORM DESKTOP MANAGEMENT FROM THE SERVICEDESK PLUS CONSOLE.

Are you looking to synergize IT asset management with effective desktop management? Do you want to roll out patches, present announcements to end users, and manage mobile devices, all from within your ServiceDesk Plus console? The ServiceDesk Plus integration with ManageEngine's Desktop Central is your answer.

When you use both these products, you can deploy Desktop Central's agents on all Windows and Mac workstations to enjoy the following benefits:

- Seamless remote control capabilities across physical locations using HTML5.
- Quick user announcement delivery with pop-up windows.
- Instant communication to end users through chat from within the ticket.
- Efficient distribution and installation of software applications, patches, and scripts in target workstations.

To configure the Desktop Central integration in ServiceDesk Plus, go to **admin, configure other ME products** (under the **general** section), choose and edit Desktop Central from the list and provide Desktop Central's server details, and then **test the connection and save the settings.**

To configure the ServiceDesk Plus integration in Desktop Central, go to **admin, ServiceDesk Plus settings** (in the **integration** section), provide the server details of ServiceDesk Plus, and then **save the settings.**
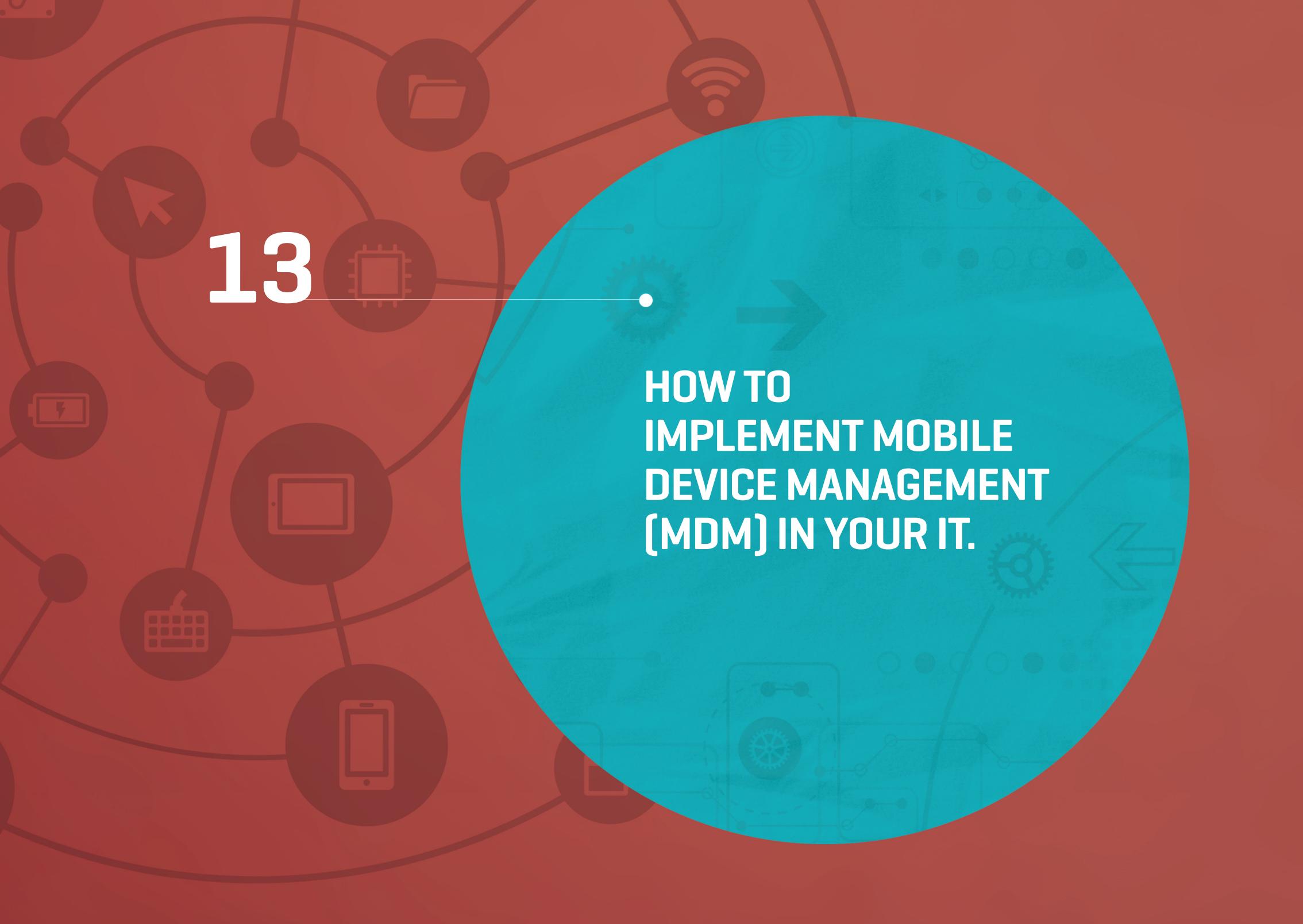
13

HOW TO IMPLEMENT MOBILE DEVICE MANAGEMENT (MDM) IN YOUR IT.

An IT manager in a bank recognizes the growing usage of unreliable mobile apps in company devices. To rein things in, he wants to place controls and track app usage, browsing history, and data files. He needs a solid mobile device management (MDM) solution to track devices, prevent data leaks during device thefts, and eliminate security compromises.

The integration of ServiceDesk Plus and ManageEngine's Desktop Central helps you achieve a robust mobile device management system with:

- Bulk enrollment of mobile devices in the application through a .CSV file import.
- Restricting users from accessing applications that pose security risks.
- Effective segregation of devices based on organizational hierarchy, departments, and more.
- Quick locking or wiping of corporate information from mobile devices in case of device theft.
- Automatic scanning and pulling of information from devices at regular intervals.
- Effective tracking of actions performed on mobile devices with the help of a dynamic action log viewer.
- Quick access to a range of built-in reports including devices with blacklisted apps, inactive devices, jailbroken devices, and more.

All of this is easy from a single console within ServiceDesk Plus, when the Desktop Central integration is enabled.

To configure the Desktop Central integration in ServiceDesk Plus, go to **admin, configure other ME products** (under the **general** section), choose and edit Desktop Central from the list and provide Desktop Central's server details, and then **test the connection and save the settings.**

To configure the ServiceDesk Plus integration in Desktop Central, go to **admin, ServiceDesk Plus settings** (in the **integration** section), provide the server details for ServiceDesk Plus, and then **save the settings.**

14

HOW TO MANAGE MULTIPLE ASSET CONTRACTS FROM A SINGLE VENDOR.

A company purchases multiple device types from a vendor and signs a different maintenance contract for each device type. In the absence of a centralized system to track and maintain contracts, an incorrect renewal date causes the procurement team to negotiate a costlier contract.

Using contract hierarchy, ServiceDesk Plus lets you easily manage multiple contracts with a single vendor.

Create a parent contract and add multiple child contracts for a vendor to manage your contract period effectively.

To create a parent contract, go to **contracts, new contract,** provide information including contract ID, type, vendor, and period, and then save.

To create child contracts, **go to contracts, new contract,** choose the **parent contract,** provide the mandatory information mentioned above, and then **save.**

Contracts > **Add Contract**

Add Contract

* Name	
Parent Contract	✓ -- Choose Parent --
	Amazon
*Contract ID	Dell
	Dell
Description	EMC Pioneer
	Photon II
	Sweden 2016
Attachments :	Attach file

*Type	-- Choose Type --
* Vendor	-- Choose Vendor--
Renewed Contract ?	☐
Support	

Note: The active period of the child contracts will either be same as the parent contract or less than that. So, all child contracts of a parent will expire when the parent contract expires.

15

HOW TO PROACTIVELY
NOTIFY USERS
ABOUT CONTRACT
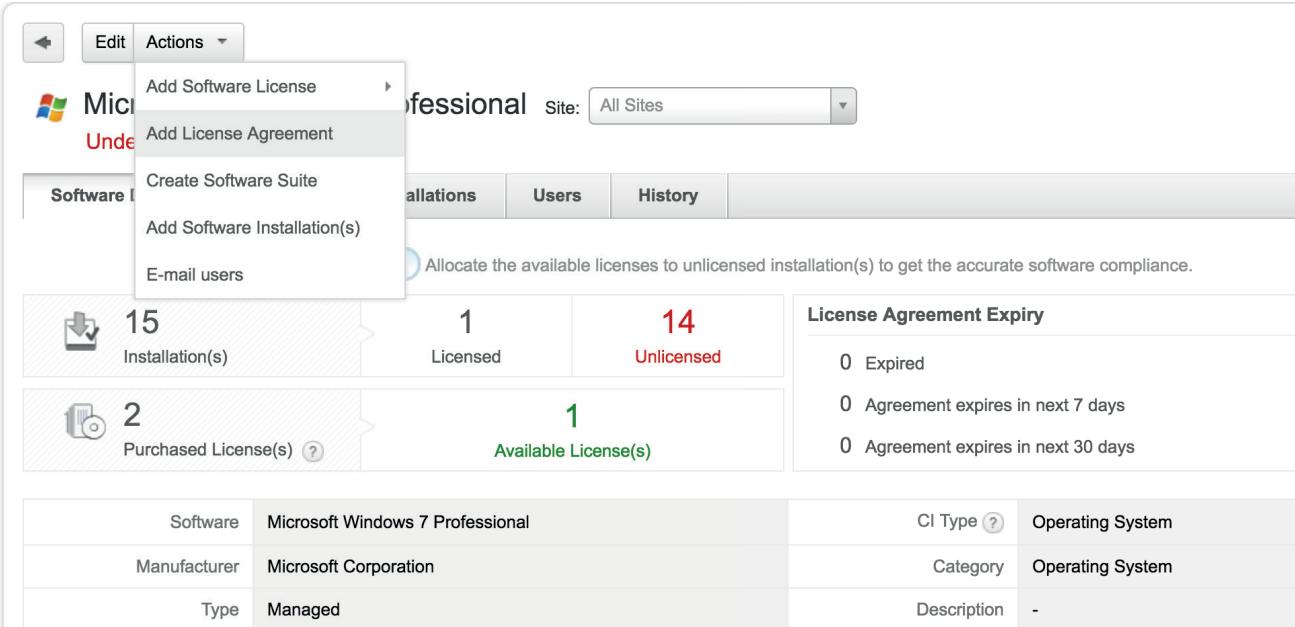AND SOFTWARE
LICENSE AGREEMENT
EXPIRATION.

Have multiple contracts to track? With so many other things to take care of in the world of IT, you may miss renewals and end up paying costly penalties. You don't want to risk the embarrassment of expired licenses in audits.

ServiceDesk Plus can remind you of contracts and software license agreements that need to be renewed ahead of expiry.

To do this in **Contracts, go to contracts, new contract, enable notification,** choose the users to be notified and their emails, provide the number of days prior to the expiration (you can set to be reminded on multiple days), and then **save.**

For reminders on license agreements:
Go to **assets,** choose **license agreements** from the **software** section, **add new** or **choose an existing contract,** select users to be proactively notified, **choose the number of days** for proactive notification, and then **save.**

ABOUT
SERVICEDESK PLUS

ServiceDesk Plus is a comprehensive help desk software with integrated asset and project management capabilities built on the ITIL framework. ServiceDesk Plus is trusted by more than 100,000 organizations, across 185 countries, and is available in 29 different languages. With ServiceDesk Plus, IT organizations can leverage ITIL processes while unifying their help desk, asset management, and project management activities in a single pane of glass.

ABOUT
MANAGEENGINE

ManageEngine is a division of Zoho Corporation with offices worldwide, including the United States, India, Japan, and China. ManageEngine delivers IT management tools that empower IT teams to meet organizational needs for real-time services and support. Worldwide, established, and emerging enterprises - including more than 60 percent of the Fortune 500 - rely on ManageEngine products to ensure the optimal performance of their critical IT infrastructure, including networks, servers, applications, desktops, and more.

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ManageEngine
ServiceDesk Plus

10 YEARS OF TRANSFORMING IT SERVICE DESKS WORLDWIDE

100,000
ORGANIZATIONS

750,000
TECHNICIANS

185
COUNTRIES